



Created: July 2014
Revised: September 2014

Job Title:	Parking Ambassador
Job Description Number:	313
Department/Division:	Public Works/Parking
Exemption Status:	Non-Exempt
Pay Grade:	205
Immediate Supervisor:	Parking Call Center & Events Manager
Normal Work Schedule:	Varies, 8 hrs/day

Brief Description of the Job:

Monitor assigned parking facility/location for occupancy and give customers directions as needed. Collect funds as required. Oversee the operation of the equipment and monitor the condition and atmosphere of the facility.

Essential Functions:

Monitor Assigned Parking Facility (50%): Periodically review the occupancy of facility to determine if lot is full and act per instructions. Screen for monthly, hotel, and transient parkers and give transients directions to other parking options. Assist monthly and hotel customers with entry/exit as needed. Give instructions to hotel customers on the proper usage of parking cards when necessary.

Collect Funds (25%): Flat rate vehicles during specific time periods or during event parking. Assist the event staff as needed during major events. Balance funds when necessary.

Act as Ambassador at Parking Facility (15%): Assist customers with payment, directions, answering questions, and providing a sense of safety by acting in an alert and caring manner.

Office Duties (10%): File and data entry. Assist with Parking front desk by answering telephone, taking payments, answering questions, and accepting applications for parking facilities. Assist in call center or with events as needed.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Medium strength demands include exerting 20-40 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

Physical Demands: Continuously requires standing, vision, hearing, and talking. Frequently requires walking, handling, and bending. Occasionally requires fine dexterity, lifting, carrying, sitting, reaching, kneeling, pushing/pulling, foot controls, and crouching. Rarely requires climbing and twisting.

Machines, Tools, Equipment, and Work Aids: Pay stations, copier, cell phone, telephone, ticket spitters, gates, arms, hammers, screwdrivers, tweezers, hotel and card readers.



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Computer Equipment and Software: Desktop PC, fee computer, Microsoft Officer suite, McGann software, T2 software, Executime, and any other related software.

Working Conditions

Overall Working Conditions: Disagreeable: Frequent exposure to unpleasant environmental conditions and/or hazards.

Environmental Factors: Daily exposure to respiratory hazards. Weekly exposure to noise and vibration. Monthly exposure to physical dangers (high voltage, dangerous machinery, aggressive customers). Seasonal exposure to extreme temperatures and wetness and/or humidity.

Health and Safety: Daily exposure to mechanical hazards and physical danger or abuse (handling cash in an unsecured location, moving vehicles, angry or abusive customers or general public). Weekly exposure to electrical hazards. Seasonal exposure to communicable diseases.

Primary Work Location: Outdoors at parking facilities.

Protective Equipment Required: Safety vests, ear plugs, weather gear.

Non-Physical Demands

Frequently requires time pressures, frequent change of tasks, performing multiple tasks simultaneously, tedious or exacting work, noisy/distracting environment, irregular schedule/overtime, and working closely with others as part of a team. Occasionally emergency situations.

Job Requirements

Formal Education: High school diploma or equivalent is required.

Experience: Under and including one year of experience in/as customer service, cash handling, and/or computer experience with Microsoft Office products.

Driver's License Required: Class D South Carolina license.

Certifications and Other Requirements: None.

Job Demands

Reading: Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias.

Math: Basic Level: Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division).



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Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Work may require providing basic information to others outside direct reporting relationships on procedures or general policies. Contact may require the consideration of different points of view to reach understanding and gain cooperation and acceptance of ideas. Work has a high impact on the organization. External contacts include CSI for installation of equipment and repairs, hotel employees to keep employees informed of issues/problems with guests or access problems, property managers for general questions, and construction crews regarding updates on construction. Internal contacts include other members of Public Works department regarding construction updates and general questions and the Police Department regarding off duty officer patrol, general questions, and patrol of RP facility.

Management and Supervision: Job has no responsibility for the direction or supervision of others.

Technical Skill: Basic skill: Work requires the use of standard technical skills appropriate to the work environment of the organization. Standard application: Work product primarily affects unit processes.

Freedom to Act and Impact of Action

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.